

**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
COMMISSION DIRECTIVE**

ADMINISTRATIVE MATTER	<input type="checkbox"/>	DATE	<u>April 07, 2022</u>
MOTOR CARRIER MATTER	<input type="checkbox"/>	DOCKET NO.	<u>2017-207-E/2017-305-E 2017-370-E</u>
UTILITIES MATTER	<input checked="" type="checkbox"/>	ORDER NO.	<u>2022-247</u>

THIS DIRECTIVE SHALL SERVE AS THE COMMISSION'S ORDER ON THIS ISSUE.

Order Referring the Customer Surveys to Office of Regulatory Staff ("ORS") for Comment, and to Refer Matter to Company and ORS for Further Consideration

SUBJECT:

[DOCKET NO. 2017-207-E](#) - Friends of the Earth and Sierra Club, Complainants/Petitioners v. South Carolina Electric & Gas Company, Defendant/Respondent;

[DOCKET NO. 2017-305-E](#) - Request of the Office of Regulatory Staff for Rate Relief to South Carolina Electric & Gas Company's Rates Pursuant to S.C. Code Ann. § 58-27-920;

-and-

[DOCKET NO. 2017-370-E](#) - Joint Application and Petition of South Carolina Electric & Gas Company and Dominion Energy, Incorporated for Review and Approval of a Proposed Business Combination between SCANA Corporation and Dominion Energy, Incorporated, as May Be Required, and for a Prudency Determination Regarding the Abandonment of the V.C. Summer Units 2 & 3 Project and Associated Customer Benefits and Cost Recovery Plans - Staff Presents for Commission Consideration Dominion Energy South Carolina, Incorporated's Request for Approval of Changes to the Approved Quarterly Report Form, Effective for Quarterly Reports Going Forward.

COMMISSION ACTION:

I move that the Commission refer the matter to the Office of Regulatory Staff and request further comment as to the agency's opinion on the general usefulness of the revised questionnaire for assessing customer satisfaction, the proposed modification to fewer questions in the "Overall Impressions" and "Customer Care" categories of the Customer Surveys, the change to the "Net Promoter Score" Prism as outlined in the Dominion letter of February 18, 2022, and any other information on the Company's customer survey process that ORS would care to provide. I note that this is a requirement from a 2017 order and further request that the company and ORS evaluate the proposed initiative to ensure its maximum relevancy to enhancing the company's customer's experience.

PRESIDING:
J. Williams

SESSION: Regular

TIME: 2:00 p.m.

	MOTION	YES	NO	OTHER	
BELSER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>Recused</u>	Present in Hearing Room
CASTON	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Present in Hearing Room

ERVIN	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
POWERS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
THOMAS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C. WILLIAMS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
J. WILLIAMS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Voting via WebEx

Present in Hearing Room

Present in Hearing Room

Present in Hearing Room

Present in Hearing Room

RECORDED BY: J. Schmieding

